

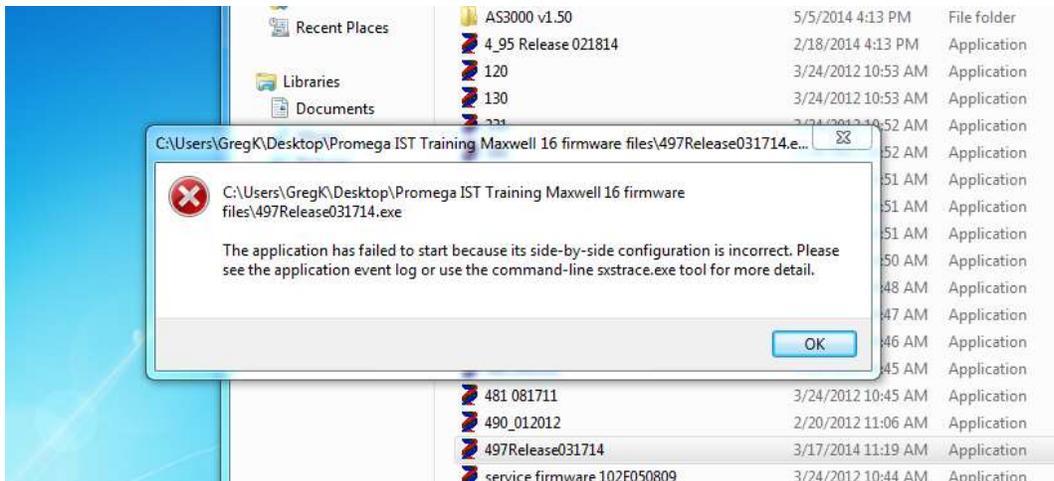


Promega Corporation

FAQ for downloading Firmware for Maxwell AS2000 and AS2050 instruments

Most customers should have no issue with downloading firmware on a Maxwell 16, models AS2000 or AS2050. However, certain combinations of USB to RS232 adapters and Microsoft operating systems can cause problems. This document is a troubleshooting guide for those situations.

“This applications has failed to start...” error message:



This error message indicates that the computer being used does not have the necessary Visual C++ libraries for the Maxwell firmware to run properly. You can visit [Microsoft.com](https://www.microsoft.com/en-us/download/details.aspx?id=29) to download and install the necessary Visual C++ library files. Each link below has instructions for how to install the libraries:

<https://www.microsoft.com/en-us/download/details.aspx?id=29>

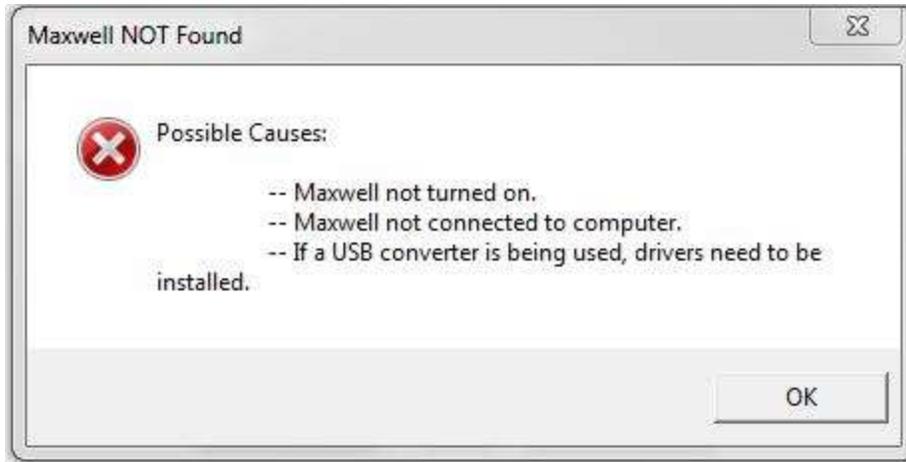


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What operating systems are supported for the download of Maxwell 16 firmware?

At this time, only Microsoft Windows XP, 7 and 10 are supported for loading Maxwell firmware. Windows 8 may work, but is not officially supported for this application.

The following error is displayed when I try to start the download process. What should I do?



This error means the computer cannot establish communication with the Maxwell instrument. After ensuring the instrument is powered on, and the computer is connected via a serial cable and a Tripp-Lite USB to RS232 adapter, please check to be sure the correct driver has been downloaded for the adapter, and the COM port is set up correctly (detailed instructions are available from Promega Technical Service).

However, if this message persists, please check the type of Tripp-Lite adapter being used in the process. Many customers have an older model of adapter that has been provided by Promega in the past, and looks like this:

**This model of adapter has an older chipset that is not compatible with Windows 10.





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The newest model of adapter has the Promega part number SP1083 (Tripp-Lite U209-000-R), and looks like this:

**This model of adapter is compatible with all versions of Windows, including Windows 10.

